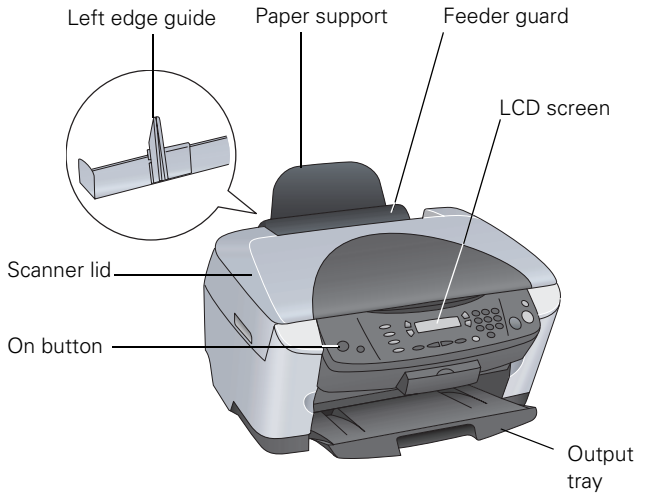
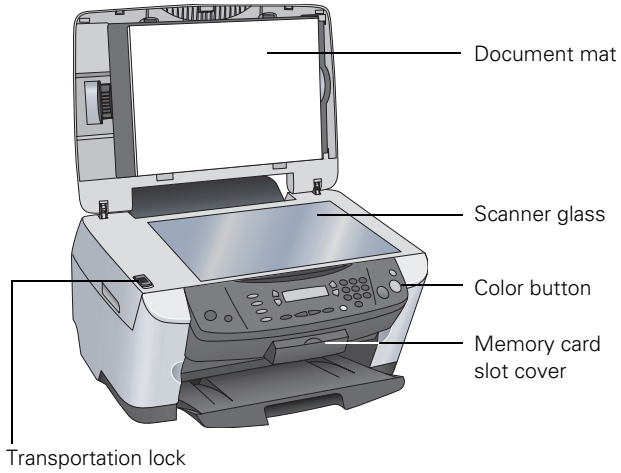
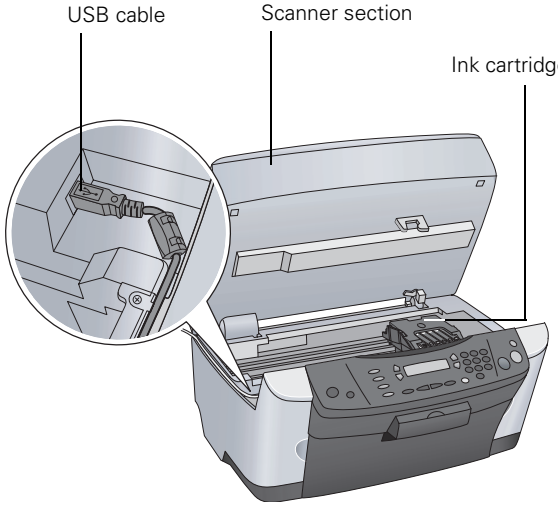
EPSON Stylus Photo RX500 Parts







Accessories

Ink Cartridges

Cartridge	Part number
Black	T048120
Cyan	T048220
Light Cyan	T048520
Magenta	T048320
Light Magenta	T048620
Yellow	T048420

Media

Paper name	Size	Part number
EPSON Premium Bright White Paper	Letter	S041586
EPSON Photo Quality Ink Jet Paper	Letter	S041062
	A4 (8.3 x 11.7 inches)	S041061
	Legal	S041067
EPSON Photo Paper	Panoramic (8.3 × 23 inches)	S041145
EPSON Glossy Photo Paper	Letter	S041141 S041272 S041271 S041649
	Borderless 4 × 6 inches, non-perforated	S041458
EPSON Matte Paper Heavyweight	Letter	S041257
	Borderless 8 x 10 inches	S041467
EPSON Double-Sided Matte Paper	Letter	S041568
EPSON Premium Glossy Photo Paper	Letter	S041286 S041667
	Borderless 4 × 6 inches	S041727
	Borderless 5 × 7 inches	S041464
	Borderless 8 × 10 inches	S041465
EPSON All-Purpose Glossy Paper	Letter	S041654
EPSON ColorLife® Photo Paper	Letter	S041500
EPSON Premium Semigloss Photo Paper	Letter	S041331
EPSON Premium Luster Photo Paper	Letter	S041405
EPSON Semigloss Scrapbook Photo Paper	Letter	SCR1001
PremierArt™ Matte Scrapbook Photo Paper for Epson	Letter	SCR1002
EPSON Photo Quality Self Adhesive Sheets	A4 (8.3 × 11.7 inches)	S041106
EPSON Ink Jet Transparencies	Letter	S041064

Paper name	Size	Part number
EPSON Glossy Photo Greeting Card Kit	Letter	S041606
EPSON Iron On Transfer Paper	Letter	S041153
EPSON Photo Stickers Kit (CD-ROM/Stickers	A6 (4.1 × 5.8 inches)	S041144-KIT

Specifications

Printing

Printing method	On-demand ink jet
Nozzle configuration	
Black	90 nozzles
Color	450 nozzles (90 nozzles per color × 5)
Print direction	Bidirectional with logic seeking
Resolution	Up to 5760 × 1440 on various papers using Photo RPM
Noise level	45dB
Input Buffer	64KB

Ink Cartridges

Specification	Black ink cartridge	Color ink cartridges
Color(s)	Black	Cyan, Magenta, Yellow, Light Cyan, Light Magenta
Print capacity*	630 pages (Letter, ISO/IEC 10561 Letter Pattern)	430 pages (Letter, 5% duty each color)
Storage temperature	– 4 to 104 °F (– 20 to 40 °C) 1 month at 104 °F (40 °C)	
Transit temperature	– 22 to 140 °F (– 30 to 60 °C) 1 month at 104 °F (40 °C) 120 hours at 140 °F (60 °C)	
Freezing temperature**	3.2 °F (–16 °C)	-0.4 °F (–18 °C)
Dimensions	0.5 × 2.9 × 2.2 inches (W × D × H) 12.7 × 73.5 × 55.25 mm (W × D × H)	

* The figure given is based on continuous printing after ink replacement. The actual print capacity may vary. The ink charging process reduces the print capacity of the initial cartridge, even though it contains the standard amount of ink.

** Ink thaws and is usable after approximately 3 hours at 77 °F (25 °C).

Caution:
To ensure good results, use genuine EPSON cartridges. Other products may cause damage to your printer not covered by EPSON's warranty.

Don't use an ink cartridge if the date on the package has expired.

Do not refill the ink cartridge. An IC chip on the cartridge calculates the amount of remaining ink based on the initial supply. Adding ink does not increase the amount available for use.

Paper

In addition to the requirements for single sheets and envelopes listed below, the Stylus Photo RX500 supports a variety of EPSON special media. See page 1 for details.

Note:
Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, EPSON cannot attest to the quality of any non-EPSON brand of paper. Always test samples of paper stock before purchasing large quantities or printing large jobs.

Poor quality paper may reduce print quality and cause paper jams and other problems. If you encounter problems, switch to a higher grade of paper. Do not load curled, folded, or wrinkled paper.

Use paper under normal environmental conditions: 59 to 77 °F (15 to 25 °C) and 40 to 60% RH (relative humidity).

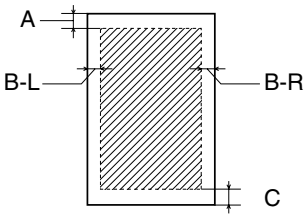
Single sheets

Size	Letter (8.5 × 11 inches) A4 (8.3 × 11.7 inches) Half-letter (5.5 × 8.5 inches) A5 (5.8 × 8.3 inches) Legal (8.5 × 14 inches) Executive (7.3 × 10.5 inches) 4 × 6 inches (101.6 × 152.4 mm) 5 × 7 inches (127 × 178 mm) 8 × 10 inches (203 × 254 mm)
Paper type	Plain bond paper or special media distributed by EPSON
Thickness	0.003 to 0.004 inch (0.08 to 0.11 mm) for plain bond paper
Weight	17 to 24 lb (64 to 90 g/m^2) for plain bond paper

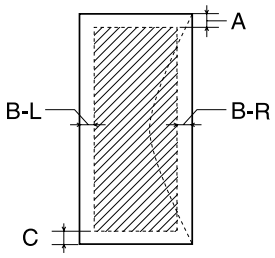
Envelopes

Size	No. 10 (4.1 × 9.5 inches) DL (4.3 × 8.7 inches) C6 (4.5 × 6.4 inches)
Paper type	Plain bond paper or air mail paper
Thickness	0.006 to 0.02 inch (0.16 to 0.52 mm)
Weight	12 to 20 lb (45 to 75 g/m^2)

Printable Area



Single sheets or cards



Envelopes

Margins

Standard sheets	Top (A): 0.12 inch (3.0 mm)
	Left (B-L): 0.12 inch (3.0 mm)
	Right (B-R): 0.12 inch (3.0 mm)
	Bottom (C): 0.12 inch (3.0 mm)
Sheets copied with minimum margin setting	Top (A): 0.06 inch (1.5 mm)
	Left (B-L): 0.06 inch (1.5 mm)
	Right (B-R): 0.06 inch (1.5 mm)
	Bottom (C): 0.06 inch (1.5 mm)
Envelopes	Top (A): 0.12 inch (3.0 mm)
	Left (B-L): 0.12 inch (3.0 mm)
	Right (B-R): 0.12 inch (3.0 mm)
	Bottom (C): 0.78 inch (20 mm)

Note:
Depending on the type of paper, the print quality may deteriorate in the top and bottom areas of the print, or these areas may be smeared. Before printing large jobs using an extended margin setting, print a single sheet to confirm print quality.

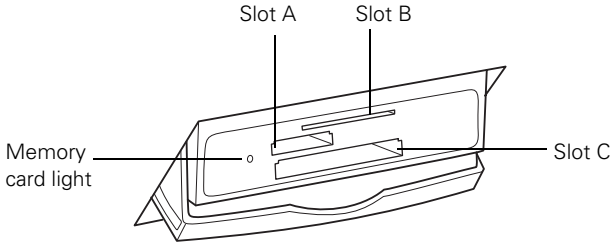
You can create borderless prints using certain special EPSON papers. See the *User's Guide* for more information.

Scanning

Scanner type	Flatbed color image scanner
Photoelectric device	Color CCD line sensor
Effective pixels	20,400 × 28,080 pixels at 2400 dpi, 100%
Document size	Letter (8.5 × 11.0 inches) or A4 (8.5 × 11.7 inches); reading area is selectable with software
Scanning resolution	2400 dpi (main), 4800 dpi (sub)
Output resolution	50 to 6400 dpi (adjustable in one-dpi increments; resolutions higher than 4800 are interpolated by software)
Color separation	RGB color filters on CCD
Image data	16 bits per pixel per color input 1 to 16 bits per pixel per color output 48 bits total
Gamma correction	User defined 2 level
Light source	White cold cathode fluorescent lamp
Interface	USB 2.0 High Speed

Supported Memory Cards

Slot A	Memory Stick® Memory Stick PRO MagicGate Memory Stick SD (Secure Digital) Card MMC (MultiMediaCard) Memory Stick Duo miniSD Card (adapter required)
Slot B	SmartMedia™ (maximum 128MB; standard 2000 compliant) xD-Picture Card
Slot C	CompactFlash™ Type I and Type II IBM® Microdrive™



Memory Card Image File Requirements

File format	JPEG or TIF format image files, DOS FAT taken with a DCF version 1.0 compliant digital camera (supports Exif Print v. 2.1 and 2.2)
Media format	DCF (Design rule for Camera File system) version 1.0 compliant*
Image size	Vertical: 120 to 4600 pixels Horizontal: 120 to 4600 pixels
Number of files	Up to 999

* The DCF standard is set by the Japan Electronics and Information Technology Indistries Association (JEITA)

Note:
You can't print images whose file names contain double-byte characters.

Mechanical

Paper feed method	Friction
Paper path	Sheet feeder, top feed
Sheet feeder capacity	Approx. 80 sheets at 24 lb (90 g/m²)
Dimensions	17.7 × 23.3 × 11.9 inches (W × D × H) 449.6 × 592 × 302.3 mm (W × D × H)
Weight	Approx. 19.21 lb (8.7 kg)

Electrical

Input voltage range*	108 to 132 V
Rated frequency range	50 to 60 Hz
Rated current	0.8 A
Power consumption	Approx. 21 W (ISO 10560 Letter Pattern) Approx. 4.0 W in sleep mode Approx. 0.4 W in power-off mode

* Check the label on the back of this product for voltage information

Environmental

Temperature	
Operation	50 to 95 °F (10 to 35 °C)
Storage*	– 4 to 140 °F (– 20 to 60 °C) 1 month at 104 °F (40 °C)
Transit*	– 4 to 140 °F (– 20 to 60 °C) 120 hours at 140 °F (60 °C)
Humidity (without condensation)	
Operation	20 to 80% RH
Storage*	5 to 85% RH

* Stored in shipping container

Interface

Standard	Based on Universal Serial Bus Specifications Revision 2.0, Universal Serial Bus Device Class Definition for Printing Devices version 1.1
Bit rate	480 Mbps (high speed device)
Data encoding	NRZI
Connector	USB Series B
Recommended cable length	6.6 feet (2 meters)

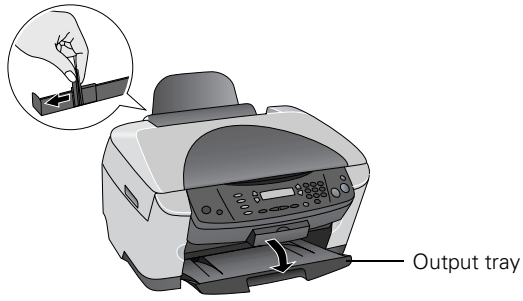
Safety Approvals

Safety standards	UL 60950, CSA C22.2 No. 60950
EMC	FCC part 15 subpart B class B CSA C108.8 class B

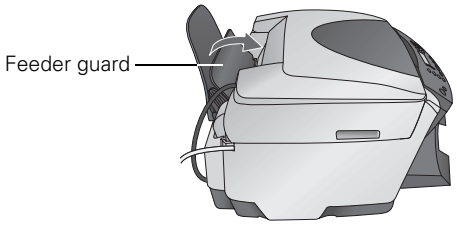
Loading Paper

Single Sheets

1. Open the output tray.



2. Pinch the sides of the left edge guide together as you slide the guide all the way to the left.
3. Flip the feeder guard forward.



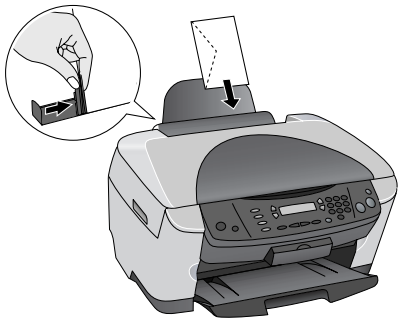
4. Insert your paper against the right edge of the sheet feeder. Then pinch the sides of the left edge guide together as you slide it against the paper (but not too tightly).
5. Lower the feeder guard back over the paper.

Also be sure to:

- ❏ Load the printable side face-up. It's often whiter or brighter than the other side.
- ❏ Load letterhead or preprinted paper top edge first.
- ❏ Load paper short-edge first, even for landscape-oriented documents and photos.
- ❏ Don't load paper above the arrow on the left edge guide.
- ❏ Load up to approximately 80 sheets of plain paper at a time.
- ❏ If the paper has a cut corner, position it in the upper right corner as you load it in the sheet feeder.

Envelopes

1. Load up to 10 envelopes at a time, flap edge left, and printable side up, against the right edge of the sheet feeder.
2. Slide the left edge guide against the envelopes (but not too tightly).



Note:
For best results, press each envelope flat before loading, or load one envelope at a time.

3. Select the following settings in your printer software:
   - ❏ Plain paper as the Type (Windows®) or Media Type (Macintosh®) setting
   - ❏ The correct envelope size as the Size (Windows) or Paper Size (Macintosh) setting
   - ❏ Landscape as the Orientation setting

Selecting the Correct Media Type

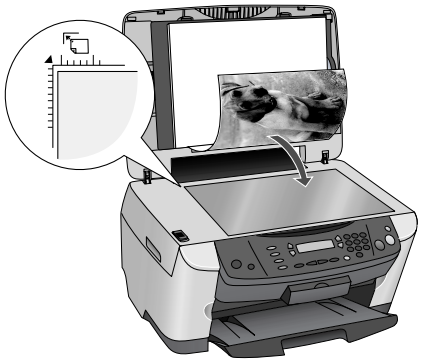
Select the Type (Windows) or Media Type (Macintosh) setting according to these guidelines:

For this paper	Select this Type or Media Type setting
Plain paper sheets or envelopes	Plain paper
EPSON Premium Bright White Paper	Bright White Paper
EPSON Iron-On Transfer Paper	360 dpi Ink Jet Paper
EPSON Photo Quality Ink Jet Paper EPSON Photo Quality Self Adhesive Sheets	Photo Quality Ink Jet Paper
EPSON Matte Paper Heavyweight EPSON Double-Sided Matte Paper PremierArt Matte Scrapbook Photo Paper for Epson	Matte Paper - Heavyweight
EPSON Photo Paper	Photo Paper
EPSON Glossy Photo Paper EPSON All-Purpose Glossy Photo Paper EPSON Glossy Photo Greeting Cards	Glossy Photo Paper
EPSON Premium Glossy Photo Paper EPSON Photo Stickers®*	Premium Glossy Photo Paper
EPSON Premium Luster Photo Paper	Premium Luster Photo Paper
EPSON Premium Semigloss Photo Paper	Premium Semigloss Photo Paper
EPSON ColorLife Photo Paper EPSON Semigloss Scrapbook Photo Paper	ColorLife Photo Paper
EPSON Ink Jet Transparencies EPSON Photo Stickers*	Ink Jet Transparencies

* You can use either Premium Glossy Photo Paper or Ink Jet Transparencies as your Type or Media Type setting for Photo Stickers. Experiment to see which setting gives you the best results.

Placing Your Original Document

1. Open the scanner lid.
2. Place your document face-down on the glass, in the corner shown below. Move your document about 0.1 inch from the top and side edge so your entire document is scanned.



3. Close the scanner lid.

Note:
If you place your document against the guides, the edges next to the guides won't be scanned.

If you need to scan a thick document, such as a book, you can remove the scanner lid. Press the ⏻ On button to turn the Stylus Photo RX500 off, then unplug it. Open the scanner lid completely. Then disconnect the cord from the TPU connector on the back of the scanner and pull the lid straight up. Gently press down the original to keep it flat on the document table. Be sure to replace the scanner lid and reconnect the cord when you're finished.

Copying Without a Computer

Basic Copying

1. Place your document face-down on the glass, as shown in the previous section.
2. Close the scanner lid.

3. If necessary, press the Copy button to display the copy mode settings on the LCD screen. Change any necessary copy settings, as described in "Changing Copy Settings" below.
4. Press the ◇ Color button (for both color and grayscale photos, and for all color documents) or ◇ B&W button (for black and white copies). Your document is scanned and then printed.

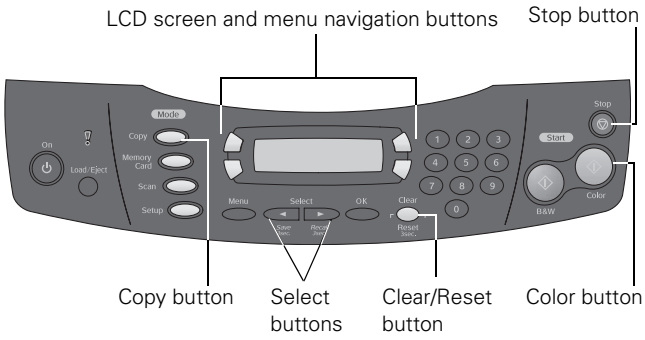
   If you're using the 2-up or 4-up copy layout settings described below, repeat these steps for your other photo(s) or document(s).

Tip:
Your grayscale photos look better when you print them using the ◇ **Color** button

Note:
Your copied image size may not be the exact same size as your original.

Changing Copy Settings

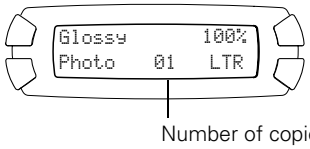
The current copy settings are shown on the LCD screen. You can change copy settings using the buttons, as described below.



Note:
To clear a setting, press the **Clear/Reset** button. To clear all the setting changes you've made, press and hold the **Clear/Reset** button until you see **Resetting** on the LCD screen.

Number of Copies

Press one or two buttons on the control panel's numeric keypad to select the number of copies you want to print.



Note:
You can print up to 99 copies. However, if you're using the **2-up** or **4-up** Copy Layout setting, you can only select one copy.

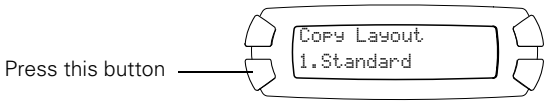
Copy Layout

Since the copy layout setting determines the options available with many other settings, select this option first, then select your other copy settings.

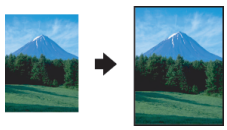
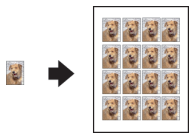
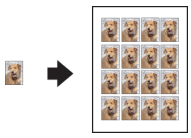
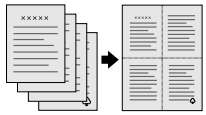
1. While in copy mode, press the Menu button.

   Note:
   The **Copy** button on the control panel is green when copy mode is enabled.

2. Press OK to enter copy layout mode.
3. Press the bottom left button to select one of the options in the table below. Then press the OK button.



Choose from these options:

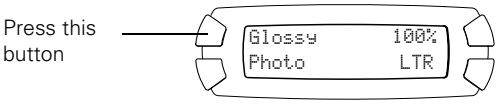
Copy Layout setting	Result
Standard Copies your original with a 0.12-inch margin on all edges	
BorderFree Sizes your original as needed to fit to the edges of 4 × 6, 5 × 7, 8 × 10-inch, or letter-size paper*	
Min Margins Copies your original with only a 0.06-inch border around the edges*	
Repeat Auto Copies an image as many times as it will fit on one sheet Works best with originals that are business card-size or smaller	
Repeat-4, Repeat-9, Repeat-16 Copies an image four, nine, or 16 times on one sheet Works best with originals that are business card-size or smaller	
2-up Copies two originals onto one sheet	
4-up Copies four originals onto one sheet	

Copy Layout setting	Result
Mirror Copies a mirror image of your photo onto transfer paper so that you can iron it onto a shirt or other cloth article	
Wallet Prints nine wallet-size copies of the photo on the page	

* If you notice reduced print quality at the bottom of your copy, try using the Standard setting.

Paper Type

Press the top left button on the LCD screen to choose your paper type.

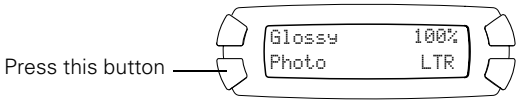


Choose from these settings:

Paper setting	Use when you've loaded
Plain	Plain paper, Premium Bright White Paper, Photo Quality Ink Jet Paper, Iron-On Transfer Paper, Photo Quality Self Adhesive Sheets
Glossy	Glossy Photo Paper, Photo Paper, All-Purpose Glossy Paper, Glossy Photo Greeting Cards
Prem. Glossy	Premium Glossy Photo Paper, Photo Stickers
Prem. Luster	Premium Luster Photo Paper
Matte	Matte Paper Heavyweight, Double-Sided Matte Paper, PremierArt Matte Scrapbook Photo Paper for Epson
ColorLife	ColorLife Photo Paper, Semigloss Scrapbook Photo Paper

Print Quality

Press the bottom left button to choose print quality.

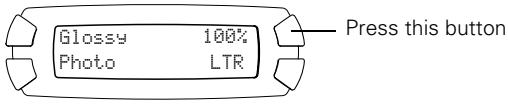


Choose from these settings:

- ❏ Draft for making copies quickly when print quality is not important
- ❏ Text for copying text and line art
- ❏ Photo for copying photos with good print quality
- ❏ Best for the highest print quality, whether you are copying photos or other documents

Reduce or Enlarge Copies

Press the top right button to resize your image.



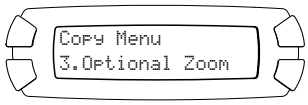
Choose from these options:

Setting	Result
Actual	Prints the image at its original size
Auto Fit Page	Reduces or enlarges the image, as needed, to fit the paper size selected on the LCD screen
Letter → 4 × 6 4 × 6 → Letter Letter → 5 × 7 5 × 7 → Letter 4 × 6 → 8 × 10 8 × 10 → 5 × 7	Converts the original document size (to the left of the arrow) to the finished copy size (to the right of the arrow)

Manual Zoom

You can manually adjust the size of your copies from 25% to 400%.

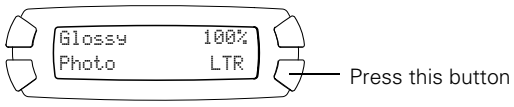
1. While in copy mode, press the Menu button.
2. Press the bottom left button until you see Optional Zoom.



3. Press the OK button.
4. Press buttons on the numeric keypad to enter the percentage by which you want to want to enlarge or reduce your copy. Then press the OK button to save your setting.

Paper Size

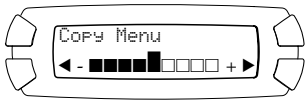
Press the bottom right button to choose your paper size.



Note:
The paper sizes available depend on the paper type selected.

Lighten or Darken Copies

1. Press the Menu button.
2. Press the bottom left button (next to Copy Layout) until you see Copy Density.
3. Press the OK button. You see this LCD screen:



4. Press the ◀ Select button to lighten your copy, or the ▶ Select button to darken it.
5. Press the OK button to save your setting.

Cancel Copies and Settings

You can cancel a copy job in progress, or cancel the settings you've changed.

- ❏ To cancel a job in progress, press the ◇ Stop button. Canceling appears on the LCD screen, and your page is ejected.
- ❏ To cancel all settings and return to the defaults, press and hold the Clear/Reset button until you see Resetting on the LCD screen.

Printing from a Memory Card

You can print photos directly from your digital camera's memory card—and you don't even have to connect the Stylus Photo RX500 to a computer.

Printing an Index Sheet

In most cases, you'll want to print an index sheet before printing photos from your memory card. An index sheet lets you see small thumbnail images of the pictures on your card and select the ones you want to print.

1. Make sure the Stylus Photo RX500 is not connected to your computer (or your computer is turned off) and the Stylus Photo RX500 is turned on.
2. Open the memory card cover, and make sure the memory card light is off and that no cards are in any of the slots. Then insert your card into the correct slot (see page 3).

   Once the card is inserted, the Stylus Photo RX500 reads and displays the number of printable images on the card.
3. Press the Memory Card button on the control panel. Print Index appears on the LCD screen.
4. Press OK.
5. Load several sheets of letter-size paper. (If there are more than 36 images on the card, you will need multiple sheets of paper.)
6. Press the ◇ Color button to print the index. After the index sheet prints, Scan Index appears on the LCD screen.

Selecting Photos To Print

You can select the photos you want to print either by filling in the ovals on the index sheet and scanning the sheet, or by selecting photos from the control panel.

Select Photos on an Index Sheet

1. Once you've printed the index sheet, fill in the oval beneath each photo you want to print with a dark pen or pencil.

2. Near the bottom of the form, fill in the correct oval to select the type and size of paper you want to use. You can select from these options:

Option	Available paper types
Prem. Glossy - 4 × 6 Prem. Glossy - Letter Prem. Glossy - 8 × 10	EPSON Premium Glossy Photo Paper EPSON Premium Semigloss Photo Paper
Glossy - Letter Glossy - 4 × 6	EPSON Photo Paper EPSON Glossy Photo Paper
Matte - Letter	EPSON Matte Paper Heavyweight EPSON Double-Sided Matte Paper

3. Load the type of paper you've chosen to print on.
4. Make sure Scan Index appears on the LCD screen, then press OK. (If it doesn't appear, press the Memory Card button, then press the top left button on the LCD screen until you see Scan Index, then press OK.)
5. Place the index sheet face-down on the scanner glass, so that the top of the sheet is positioned on the upper left side of the scanner glass, as you face the scanner. See page 5.
6. Press the ◇ Color button. The form is scanned and your images are automatically printed.

Select Photos from the Control Panel

1. From a printed index sheet, identify a photo or range of consecutive photos you want to print.
2. Make sure you're in memory card mode (if necessary, press the Memory Card button).

3. Press the top left button next to the LCD screen to select One image, Range of images, or All images, then press OK.
4. If you want to print one image or a range of consecutive images, follow the instructions on the LCD screen and use the numeric keypad to select the images you want to print. Then press OK.
5. Use the numeric keypad to enter the number of copies you want to print (up to 99), then press OK.

   Note:
   The number of copies is how many times each photo prints, not the number of pages. For example, if you're using a layout that fits 8 photos and you select 3 copies, you will get one sheet with 3 photos printed on it.

6. Change any print settings, as needed. Then press the ◇ Color button to print your images.

For a complete list of print settings available in memory card mode, see the *User's Guide* or online *Reference Guide*.

Print with DPOF

If your memory card contains photos taken with a camera that supports DPOF (Digital Print Order Format), you can pre-select the photos you want to print while the card is still in the camera.

1. Insert a memory card containing DPOF image files.
2. Load the type of paper you want to print on.
3. Press the Memory Card button to enter memory card mode.
4. Using the numeric keypad, enter the number of copies of each photo you want to print (up to 99), and press OK.
5. Change any print settings, as needed. Then press the ◇ Color button to print your images.

For a complete list of print settings available in memory card mode, see the *User's Guide* or online *Reference Guide*.

Using EPSON Smart Panel

Smart Panel is an easy, step-by-step interface for scanning, copying, printing, and more.

EPSON Smart Panel
Photo
Reprint Photos
Scan and Save
Document
Copy Center
Copy to Fax
Edit Text
Photo Project
View and Create
Scan to Application
Share Your Photo
Scan to E-mail
EPSON Photo Site
EPSON Smart Panel
Smart Panel provides the tools for all your scanning needs.
-To use EPSON Smart Panel, click one of the icons on the left side of the screen.
-To learn about each program, simply move the mouse pointer over the icon for an explanation.
-You can use your scanner Start button to automate a task. To do this, go to the pull down menu in the lower left part of the screen and select a task.
EPSON Smart Panel
EPSON Stylus Photo RX500
EPSON

You can launch Smart Panel from your computer or from the control panel of your Stylus Photo RX500. To launch it from the control panel, follow these steps:

1. Press the Scan button on the control panel.
2. Press the top left button next to the LCD screen until you see To PC on the screen. Then press the OK button.

   The first time you do this, you see a window on your computer asking you to select the program to launch for this action. Select EPSON Smart Panel, and then select the Always use this program for this action box. Click OK.

   EPSON Smart Panel launches.

   Choose from these features:

Smart Panel Features	Description
RePrint Photos	Scans and prints photos in various sizes and layouts. Includes Color Restoration.
Scan and Save	Scans a photo into ArcSoft® PhotoImpression,™ where you can edit, retouch, enhance, or print it with templates, frames, and borders.
Copy Center	Scans and prints a document like a photocopier.
Copy to Fax	When you install your own fax software, scans your image or document into your PC fax utility.

Smart Panel Features	Description
Edit Text	Scans text documents and converts them to editable text files on your computer (not supported for Mac OS 8.6).
View and Create	Scans a photo into ArcSoft PhotoImpression, where you can edit, retouch, enhance, and print it with templates, frames, and borders.
Scan to Application	Scans a photo or document and lets you choose which program it opens in.
Scan to E-mail	Scans a photo or document and attaches it to an e-mail so you can send it right away.
EPSON Photo Site	Scans an image and uploads it to EPSON's photo-sharing web site.

Note:
For details on using all the Smart Panel features, click the ? button in Smart Panel or see the online *Smart Panel User Guide*.

Control Panel Error Messages

To diagnose some problems, check the LCD screen on the Stylus Photo RX500 for these error messages:

Error Message	Solution
No XXX ink cartridge – – – > Press the Color button to install new ink cartridge.	The indicated ink cartridge is not installed. Install the cartridge as described on page 11.
XXX ink out – – – > Press the Color button to begin replacing the ink cartridge.	The indicated ink cartridge is out of ink. Replace the cartridge as described on page 11.
Ink cartridge error – – – > Cartridge replacement is necessary. Press the Color button to begin.	There is something wrong with the ink cartridge. Replace the cartridge as described on page 11.
Paper jam – – – > Press the Color button. Remove any remaining jammed paper by hand.	Paper is jammed. Press the ◇ Color button to clear the jam. If it is still jammed, see your online *Reference Guide*.
Paper out – – – > Load paper into the sheet feeder, then press the Color button.	Load paper in the sheet feeder, then press the ◇ Color button to continue printing.
Scanner unit open – – – > Close the scanner unit	Carefully close the scanner unit and press down on it until it clicks securely into place.
Scanner error – – – > See your documentation and call service if necessary.	Press the ⏻ On button to turn off the Stylus Photo RX500. Unlock the transportation lock, if necessary. Turn your Stylus Photo RX500 back on. If the error message still appears, contact your dealer or EPSON, as described in your *User's Guide* or online *Reference Guide*.
Printer error – – – > See your documentation and call service if necessary.	Check to make sure you placed the orange print head holder in its storage slot, as described on the *Start Here* poster. Also, make sure the transportation lock is unlocked. Press the ⏻ On button to turn off the Stylus Photo RX500, then turn it back on. If the error message still appears, contact your dealer or EPSON, as described in your *User's Guide* or online *Reference Guide*.
Multi-page feed error – > Multiple pages have been fed into the printer at once. Remove and reload the paper, then press the Color button.	The Stylus Photo RX500 has fed more than one sheet into the paper path. Remove and reload the paper. Make sure you lower the feeder guard back over the paper. Then press the ◇ Color button.
Service required.	Contact your dealer or EPSON, as described in the *User's Guide* or online *Reference Guide*.
Cannot be stored saved in the XXX mode.	You can only use the ◀ Save button to save settings in copy mode.
Cannot recognize the memory card. Do you want to format the card?	Make sure the Stylus Photo RX500 supports your memory card; see page 3. If it does, then format the card or insert a new memory card.
There is not enough free space on the memory card. Operation canceled.	No memory card is inserted, an unsupported memory card is inserted, or a card is inserted incorrectly. Make sure your card is supported and is inserted in the correct slot; see page 3 for details.
There is no Index Sheet or it is not set correctly. Please perform again after a check.	The index sheet is not positioned correctly on the scanner glass. Make sure the sheet is oriented as shown on page 5.
Check of a picture is not carried out or marking is not right. Please perform again after a check.	The index sheet was not filled in correctly. Be sure to fill in the entire oval under the image(s) you want to print. See page 8 for guidelines.
Paper is not selected on the Index Sheet or the oval is not filled in correctly. Check the Index Sheet, then try again.	Be sure to fill in the entire oval under the paper you want to use. See page 8 for guidelines.

Cleaning the Print Head

If your printouts are unexpectedly light, colors are not correct, or dots or lines are missing, you may need to clean the print head. This unclogs the nozzles so they can deliver ink properly. Print head cleaning uses ink, so clean it only if quality declines.

Note:
You can also use a printer software utility to clean the print head right from your computer. Select the **?** or **Help** button on your printer settings window for instructions.

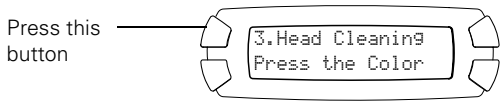
1. Make sure your Stylus Photo RX500 is turned on but not printing, and the ! error light is off. (If the ! error light is flashing or on, you may need to replace an ink cartridge; see the next section.)
2. Press the **Setup** button to enter setup mode. You see this LCD screen:

3. Press the top left button (next to **Ink levels**) until you see **Head Cleaning** on the LCD screen.
4. Press the ◇ **Color** button.

   Cleaning takes about 30 seconds, during which **Head Cleaning** appears on the LCD screen.

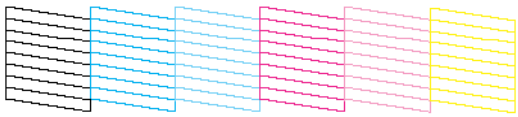
   Caution:
   Never turn off the Stylus Photo RX500 while the message **Head Cleaning** appears on the LCD screen, unless it hasn't moved or made noise for more than 5 minutes.

5. When you again see the LCD screen shown below, run a nozzle check to confirm the print head nozzles are clean.



   Make sure letter-size plain paper is loaded. Press the top left button until you see **Nozzle Check** on the LCD screen, then press the ◇ **Color** button. The nozzle check pattern prints.

6. Examine the printed nozzle check pattern. It should look like this:



   ❏ If it looks correct, you're done.

   ❏ If any dots or lines are missing, clean the print head again; see the previous steps for instructions.

If you don't see any improvement after cleaning three or four times, see the "Solving Problems" section of your online *Reference Guide*. You can also turn the Stylus Photo RX500 off and wait overnight—this allows any dried ink to soften—and then try cleaning the print head again.

Caution: When you don't turn on your Stylus Photo RX500 for a long time, the print quality can decline. It's a good idea to turn it on at least once a month to maintain good print quality.

Replacing an Ink Cartridge

If the ! error light on the EPSON Stylus Photo RX500 is flashing, or you see an ink cartridge error message on the LCD screen or computer monitor, you need to replace one of the cartridges. When a cartridge is more than six months old, you may need to replace it if printouts don't look their best. If the quality doesn't improve after cleaning and aligning the print head, you can replace the cartridge.

Use these ink cartridges within six months of installing them and before the expiration date on the package:

❏ Black: T048120

❏ Cyan: T048220

❏ Magenta: T048320

❏ Yellow: T048420

❏ Light Cyan: T048520

❏ Light Magenta: T048620

Caution:
To ensure good results, use genuine EPSON ink cartridges and do not refill them. Other products may cause damage to your EPSON Stylus Photo RX500 not covered by EPSON's warranty.

When you need new ink cartridges, contact your dealer. You can also call the EPSON Store at (800) 873-7766, or visit www.epsonstore.com (U.S. sales only). In Canada, please call (800) 463-7766 for dealer referral.

Warning:
Keep ink cartridges out of the reach of children. If ink gets on your hands, wash them thoroughly with soap and water. If ink gets in your eyes, flush them thoroughly with water.

Caution:
To avoid damaging the EPSON Stylus Photo RX500, never move the print head by hand.

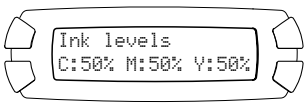
You cannot print if any ink cartridge is empty. Leave the empty cartridge installed until you have obtained a replacement. Otherwise the ink remaining in the print head nozzles may dry out.

Checking Ink Cartridge Levels

To check ink levels, follow these steps:

1. Press the Setup button to enter setup mode.
2. If necessary, press the upper left button next to the LCD screen until Ink levels is displayed, then press the ◇ Color button.

   The LCD screen displays the percentage of ink available in each cartridge: C (Cyan), M (Magenta), Y (Yellow), K (Black), LC (Light Cyan), and LM (Light Magenta).



   Note:
   To view ink levels for all of the cartridges, wait for them to scroll across the LCD screen.

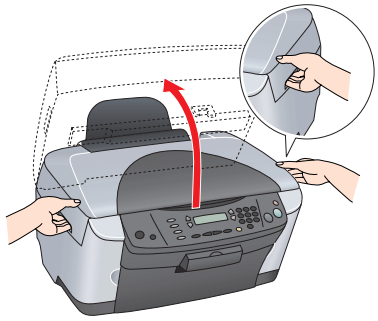
3. When done, press the OK button.

Removing and Installing Ink Cartridges

Be sure you have a new ink cartridge before you begin. Once you start the ink cartridge replacement procedure, you must complete all the steps in one session.

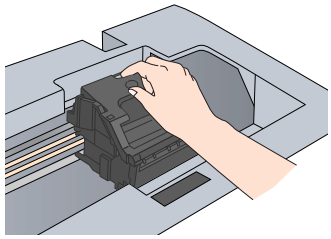
1. Make sure the Stylus Photo RX500 is turned on and not printing.
2. **If an ink cartridge is empty:**
   Check the LCD screen to see which cartridge is empty, then press the ◇ Color button.

   If an ink cartridge is low:
   Press the Setup button to enter setup mode, then press the top left button next to the LCD screen until Replace ink is displayed. Finally, press the ◇ Color button.
3. When you see the message Open the scanner on the LCD screen, use the side grips to open the scanner unit, as shown. Be sure to keep the scanner lid closed.

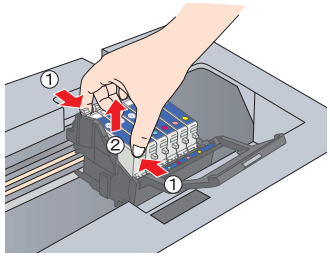


4. Wait for the ink cartridge holder to move to the replacement position, then open its cover by pulling the back of the cover up and toward you.

   Caution:
   Never attempt to open the cartridge holder's cover while the print head is moving. Wait until the cartridges have moved to the replacement position.



5. Identify the cartridge you need to replace. Press in the tab at the back of the cartridge to release it, then lift the cartridge straight out. Dispose of it carefully.

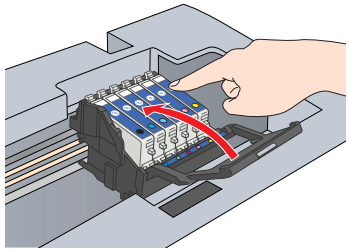


   Note:
   The illustration above shows the black cartridge being removed. Only remove the cartridge(s) you need to replace.

6. Unwrap the new cartridge.

   Caution:
   Don't touch the green circuit board on the front of the cartridge; you may inhibit normal operation and printing.

7. Lower the new cartridge into its holder, then press down on the top of the cartridge until it clicks in place.



If you need to replace other ink cartridges, repeat steps 5 through 7 before continuing with step 8.

8. Close the cartridge cover.

Caution:
If you find it difficult to close the cover, make sure all the cartridges are firmly seated. Press down on each newly installed cartridge until you hear it click into place. Do not attempt to force the cover closed.

9. Carefully lower the scanner unit and press it down until it clicks into place.

The Stylus Photo RX500 begins charging the ink delivery system, and Charging appears on the LCD screen. Wait for the message to disappear before using the Stylus Photo RX500.

Caution: Never turn off the Stylus Photo RX500 while **Charging** appears on the LCD screen, unless it hasn't moved or made noise for more than 5 minutes. This may cause incomplete charging of the ink.

Aligning the Print Head

If your printouts contain misaligned vertical lines, you may need to align the print head.

Note:
You can also use the buttons on the Stylus Photo RX500 to align the print head (see the online *Reference Guide* for instructions). For best results, we recommend you use the print head alignment utility, as described in this section.

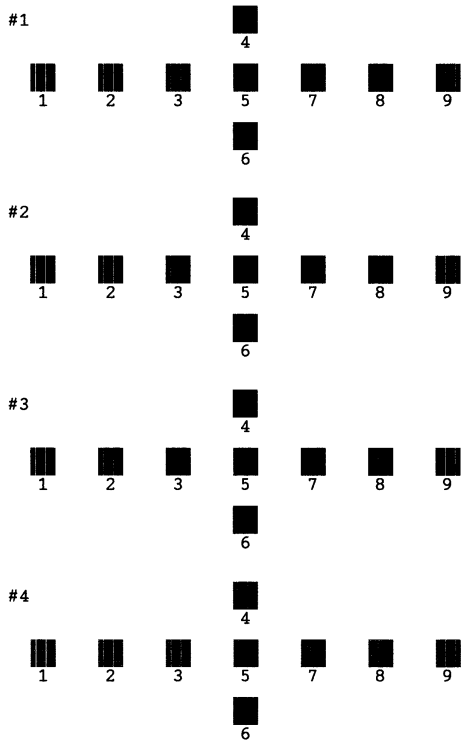
1. Make sure the Stylus Photo RX500 is turned on and not printing, and the red ! error light is off.
2. Load a stack of plain, letter-size paper in the sheet feeder.
3. Do one of the following:

Windows: Right-click the icon on the Windows taskbar and click Print Head Alignment.

Mac OS X: Double-click EPSON Printer Utility in your Applications folder. Select SP RX500 Series in the Printer List and click OK. Then click the Print Head Alignment button on the Utility screen.

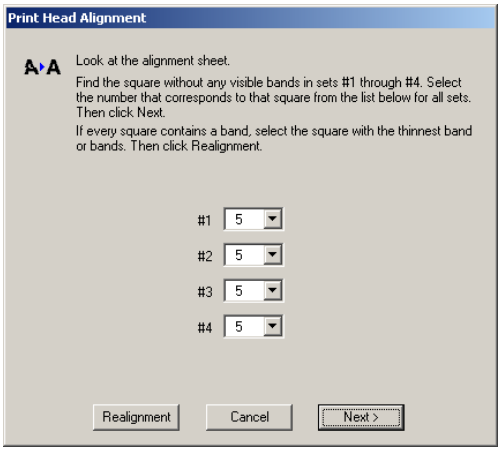
Mac OS 8.6 to 9.x: From your application's File menu, choose Page Setup or Print. Click the button in the printer settings or page setup dialog box. Then click the Print Head Alignment button on the Utility screen.

4. Follow the on-screen instructions to print the black vertical alignment pattern. Your printout should look like this:



5. Examine the printout and choose the best square in each of the four sets. (The best square should have no visible bands, or the least visible bands.)

6. In the on-screen dialog box, select the number for each of the squares in the corresponding pull-down menu.


Print Head Alignment
Look at the alignment sheet.
Find the square without any visible bands in sets #1 through #4. Select the number that corresponds to that square from the list below for all sets. Then click Next.
If every square contains a band, select the square with the thinnest band or bands. Then click Realignment.
#1 5
#2 5
#3 5
#4 5
Realignment
Cancel
Next >

Note:
Your screen may look slightly different, depending on your operating system.

7. If the best square in each set is number 5, click Next. Otherwise, click Realignment and follow the on-screen instructions to print a new vertical alignment pattern. Repeat this step until the best square for each set is number 5.
8. Follow the on-screen instructions to print a color vertical alignment pattern. Repeat steps 5 through 7 to correct color vertical alignment.
9. When you're done, click Finish.

Related Documentation

CPD-16980	EPSON Stylus Photo RX500 *Start Here*
CPD-16981	EPSON Stylus Photo RX500 *Quick Reference*
CPD-16982	EPSON Stylus Photo RX500 *User's Guide*
CPD-16983	EPSON Stylus Photo RX500 CD-ROM (includes online *Reference Guide*)